



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Re: New customer message on 4 February 2023 at 12:35

1 message

Matthew Padmore <mypadmore@yahoo.com>
Reply-To: Matthew Padmore <mypadmore@yahoo.com>
To: ryan.swaine@vandagraph.co.uk

6 February 2023 at 11:13

I would be happy to repair myself.

Please invoice me for the wire plus postage.

Regards

Matthew

Sent from Yahoo Mail on Android

On Mon, 6 Feb 2023 at 11:10, Ryan Swaine
<office@viamed.co.uk> wrote:

Hi Matthew

If your analyser is the Analox O2 EII, then we have seen problems with the wires breaking; they are very fine and can break very easily.

Are you happy to repair it yourself or would you like us to do it for you?

I can send you a connector with two of the fine wires, I would be happy to just put these in an envelope for you.

If you would prefer for us to replace the sensor cable for you, the cost would be £20 + £6 return postage

Total Including VAT = £31.20

I will await your reply.

Best regards
Ryan

Ryan Swaine
General Manager
VANDAGRAPH Ltd.
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On Sat, 4 Feb 2023 at 12:35, Vandagraph (Shopify) <mailer@shopify.com> wrote:

You received a new message from your online store's contact form.

Country Code:

GB

Name:

matthew padmore

Email:mspadmore@yahoo.com**Phone Number:**

07490200463

Message:

Hi,

bought a sensor off of you. turns out that it may not be the sensor. It's the wire that joins to the sensor which is the issue. it's grey, I just need a replacement of the grey wire. Do you have this for sale on your site or is there a third party one you could direct me to? I will keep the sensor as a spare so no need for a refund.

Kind regards

Matthew Padmore